

POLICE TELESERVE SUPERVISOR

DISTINGUISHING FEATURES

The fundamental reason the Police Teleserve Supervisor exists is to plan, direct, and manage the operations of the Teleserve Unit. Supervises staff that conduct criminal investigations, over the telephone, by analyzing the details of the case and accurately reporting the same. This classification performs responsibilities under general direction from the Communications Manager.

Essential Functions:

Selects, coordinates training, evaluates and supervises the work of Teleserve personnel. Reviews and checks the work of staff to ensure compliance with established policies and procedures. Establishes work schedules; investigates complaints or allegations of wrong doings.

Takes corrective action through training and discipline to improve the quality of work performed. Resolves problems and makes command decisions. Learns, appropriately uses, and ensures proper training for staff, both verbally and in writing, on Arizona criminal and traffic laws, city ordinances, department policies and procedures, statutes and ordinances.

Becomes involved in and must be able to perform Teleserve specialist functions to assist with report taking and correction and quality control.

Collects and analyzes data, compiles statistical data to produce written documents on unit activities. Takes personal responsibility for overall team results.

Conducts criminal investigations by analyzing details of cases and accurately reports them. Effectively communicates with unit staff, police staff at all levels, city staff and the general public. May testify in court.

Prepares the annual operating budget and monitors expenditures for the Teleserve Unit. Performs basic mathematical calculations. Operates a variety of standard office equipment including a telephone, computer, Mobile Data Terminal (MDT) and two-way radio, etc. requiring continuous and repetitive arm, hand and eye movement.

Maintain regular consistent attendance and punctuality.

MINIMUM QUALIFICATIONS:

Knowledge, Skills, and Abilities

Knowledge of:

A variety of equipment including a computer, telephone, Mobile Data Terminal (MDT) and two-way radio.
Departmental rules and procedures.
Statutes and ordinance relating to area assigned
Microsoft Office products, in particular Word.
Business English, spelling and grammar.
Office practices and procedures.

Ability to:

Maintain confidentiality of sensitive information.

Sit for extended periods of time and operate equipment requiring continuous and repetitive hand, arm and eye movements.

Select, train, evaluate and supervise the work of unit staff.

Perform the current job functions of a Teleserve Specialist.

Establish work schedules.

Prepare and monitor a budget

Perform basic mathematical calculations.

Produce clear, concise and detailed verbal and written communications;

Learn, appropriately use and oversee staff on usage of Arizona criminal and traffic laws, city ordinances, department policies and procedures, statutes and ordinances.

Exercise independent judgment and recognize emergency and hazardous situations; work effectively with police department employees at all levels and the general public.

Must possess a valid standard Arizona state driver's license with no major driving citations in the past 39 months.

Education and Experience

Requires three years of supervision and a high school diploma or G.E.D. College coursework in criminal justice or a related field preferred. Must be able to type a minimum of 45 NET wpm. Required to work shifts including nights, weekends and holidays

FLSA Status: Exempt

HR Ordinance Status: Unclassified